



TRANSPERFECT TRANSLATIONS

TransPerfect Translations International, Inc.

Federal Supply Service

Authorized Federal Supply Schedule Price List

Schedule for Professional Service Schedule

Federal Supply Group:
00CORP

Contract Number: GS-10F-0076S

Contract Period: December 08, 2015 through December 7, 2020

TransPerfect Translations
700 6TH Street, NW
Washington, D.C. 20001
T: 202.347.2300
F: 202.347.6861

<http://www.transperfect.com/industries/government.html>

Business Size/Classification: Woman Business Enterprise (WBE)
Large Business

Contract Administration – Michael J. Donnelly
mdonnelly@transperfect.com

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage, a menu-driven database system.

The INTERNET address for GSA Advantage is: <http://www.gsa.gov>.

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <http://www.fss.gsa.gov>



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TransPerfect Translations, Inc. THE PERFECT SOLUTION

With over 20 years of experience, TransPerfect is the premier provider of language and business services to governing agencies and contractors.

Government employees trust TransPerfect because we offer an ISO 9001:2008-certified quality management system, 24/7 client service, and we are a registered supplier to the GSA Federal Supply Schedule 738II. Whether you need certified translation of classified material or localization of a government website, we have the resources, exacting standards, and experience to provide the ideal multilingual solutions to meet your needs.

A few of the ways that TransPerfect sets ourselves above the competition for our Federal customers:

- **In-Depth Industry Expertise** – TransPerfect is a woman-owned, GSA-approved language services vendor in over 150 different languages and has tested, certified and proven linguists providing services to nearly every major federal agency.
- **24/7 Client Service** – TransPerfect's foundation is client service, and the TransPerfect team works with urgency and is consistently available 24 hours a day to meet requests from our federal clients requests.
- **Scalability and Global Presence** – As the largest privately owned translation company in the world, TransPerfect has the necessary resources to handle both small and large-scale initiatives with expedited turnarounds.
- **Quality Assurance** – Our uniquely flexible approach and uncompromising dedication to service form the core values of our company and the foundation for all of the services we provide. As the only ISO 9001:2008 and EN 15038:2006-certified company, TransPerfect is committed to continual improvement of its processes and operations and constantly solicits feedback from our federal clients to help improve our service.

We look forward to continuing to assist our government clients and future customers to meet their agency missions through continuing support of the increasing need for multilingual support for both domestic and international operations.

Sincerely,



Michael J. Donnelly
Director, Government Services
TransPerfect

Customer Information

1. **Table of Awarded Special Item Number(s)**
 - 382 1 - Translation Services
 - 382 2 - Interpretation Services
 - 382-1RC – Recovery
 - 382-2RC – Recovery
 - 382-5 Services for Visual and Hearing Impaired
 - 382-5RC Services for the Visual and Hearing Impaired
2. **Maximum Order**
 - \$1,000,000.00
3. **Minimum Order**
 - \$100.00 (see price schedules for details)
4. **Geographic coverage (delivery area)**
 - FOB Domestic and Overseas
5. **Point(s) of Production (city, county, and state or foreign country)**
 - Same as contractor
6. **Discount from list prices or statement of net price**
 - Government net prices (discounts already deducted)
7. **Quantity discounts**
 - **See Price Lists
8. **Prompt payment terms**
 - Net 30 Days
9. **Government purchase cards accepted up to the micro-purchase threshold**
 - Yes

Government purchase cards accepted or not above the micro-purchase threshold
Contact contractor
10. **Foreign Items**
 - None
11. **Time of delivery**
 - Specified on the Task Order

Expedited delivery
Available

Overnight and 2-day delivery
Available

Urgent requirements
Contact contractor (there will be a % increase if order is rushed)
12. **F.O.B. Point(s)**
 - Destination
13. **Ordering address(es)**
 - Same as Contractor

14. **Payment address(es)**
Same as Contractor
15. **Warranty provision**
None
16. **Export Packing Charges (if applicable)**
N/A
17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level)**
Contact Contractor
18. **Terms and conditions of rental, maintenance, and repair (if applicable)**
N/A
19. **Terms and conditions of installation (if applicable)**
N/A
20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable)**
N/A
21. **List of service and distribution points (if applicable)**
See Locations at <http://www.transperfect.com/tp/eng/contact.html>
22. **List of participating dealers (if applicable)**
N/A
23. **Preventive maintenance (if applicable)**
N/A
24. **Environmental attributes**
N/A
25. **Data Universal Number System (DUNS) number**
805784337
26. **Notification regarding registration in Central Contractor Registration (CCR) database**
Yes, CAGE Code 3E6Y5
27. **Uncompensated overtime**
N/A

SERVICE CONTRACT ACT

The Service Act (SCA) is applicable to this contract as it applies to the entire language service schedule. In providing services under this contract, there may be instances of employees performing duties equivalent to those performed by the SCA labor category of interpreter (sing-language), which falls under the nationwide SCA wage determination NO. 1988-0742, with SCA-equivalent code and Title of 30130, interpreter (sign-language). Although this specific wage determination has yet to be included amongst the currently identified language services solicitation wage determination, the contractor acknowledges that employees.

SIN 382-1-TRANSLATION SERVICES

Services include the translation of written, electronic and multi-media material to and from English and native Foreign languages. Materials include but are not limited to: Business, Legal, Medical, Technical, Documents, Braille, Software, Website localization for Internet and Intranet, Video subtitling, captioning, and Transcriptions for Title III Monitoring. Client consultation and Project management services include translation formatting, proofreading, text adaptation, editing, graphic design, and desktop publishing.

At TransPerfect, the key to creating successful translations lies in:

- The skill and expertise of our linguists
- The rigor of our translation process
- The exacting standards of our project managers

TransPerfect's Commitment to Quality and Project Process

TransPerfect's quality management system – certified to both ISO 9001:2008 and EN 15038:2006 – dictates best-practice procedures throughout the translation process. TransPerfect utilizes a three-step process for all translation projects intended for distribution to ensure the integrity and quality of our work product. Each document passes through a translator, editor, and proofreader before being returned to you. In cases where the scope of the source document or the speed of the turnaround time necessitates that multiple translators be used on a given project, we will always prepare a glossary of terms for reference during the translation process. Additionally, once the separate portions of the translation are completed, the dedicated editor will review all of the text for consistency in language and formatting. Any inconsistencies will be addressed and resolved. Finally, the project's proofreader will review the entire document once more to ensure consistency and accuracy.

ISO 9001:2008

TransPerfect is the largest translation services firm in the world to be fully ISO 9001:2008 certified in all offices and production centers worldwide. The International Organization for Standardization (ISO) is a network of the national standards institutes of 147 countries, and is used by over 300,000 companies worldwide. With a central secretariat in Geneva, Switzerland, the ISO sets rigorous standards for business, government, and industry.

In order to receive this certification, BSI, a leading global standards, testing, registration, and certification organization, conducted a thorough audit of TransPerfect practices, including staffing, training, language production, information management, and quality control measures. Today, TransPerfect's ISO 9001:2008 certification is the backbone of our Quality Management System.

Our quality assurance processes are clearly defined, and each step of every assignment is scored and tracked to ensure we maintain the highest levels of quality.

EN 15038:2006

In 2008, TransPerfect became the first major language services provider to earn EN 15038:2006 certification. EN 15038:2006 was established by the European Committee for Standardization (CEN) in 2006. Unlike ISO 9001:2008, which covers quality management for all types of companies, EN 15038 is specific to translation services providers (TSPs). To achieve this certification, TransPerfect was audited by TÜV SÜD, an internationally recognized, independent certifying organization. TÜV SÜD assessed TransPerfect on a variety of factors, as outlined by the CEN, including but not limited to:

- Linguist and personnel qualifications
- Translation processes and workflows
- Quality management and project management
- Technical resources
- TSP/client communication procedures

FEDERAL RATES – TRANSLATION

Class 1 into English \$0.17 per word/ from English \$0.17 per word

Spanish

Class 2 into English \$0.19 per word/ from English \$0.20 per word

French	German	Italian	Portuguese
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Class 3 into English \$0.20 per word/ from English \$0.26 per word

Belorussian	Danish	Greek	Polish	Swedish
Bosnian	Dutch	Haitian Creole	Romanian	Turkish
Bulgarian	Estonian	Hungarian	Russian	Ukrainian
Catalan	Finnish	Latvian	Serbian	Uzbek
Croatian	Flemish	Lithuanian	Slovak	
Czech	Georgian	Norwegian	Slovene	

Class 4 into English \$0.24 per word/ from English \$0.31 per word

Afrikaans	Farsi (Afghani;Iranian)	Khmer	Nepali	Tamil
Akan	Fuzhou	Korean	Nyanja	Taiwanese
Albanian	Gaelic	Kurdish	Pashto	Telugu
Amharic	Gujarati	Lao	Punjabi	Thai
Arabic	Hebrew	Latin	Q'anjob'al	Tigrinya
Armenian	Hindi	Lingala	Quechua(K'iche)	Trukese
Azerbaijani	Hmong	Macedonian	Romani	Tswana
Bengali	Icelandic	Malagasy	Romansch	Turkmen
Burmese	Indonesian	Malay	Rundi	Urdu
Cambodian	Japanese	Maltese	Samoan	Vietnamese
Cantonese	Javanese	Mam	Sinhalese	Welsh
Chinese, Simplified	Kannada	Mandarin	Somali	Yao
Chinese, Traditional	Kazakh	Marathi	Swahili	Yiddish
Dzongkha	Khalkha Mongolian	Marshallese	Tagalog	Zulu

***Please note there is a \$100.00 minimum per project**

SIN 382-2-INTERPREATION SERVICES

Services include the interpretation of oral communication to and from English and native Foreign Languages. Interpretation includes but is not limited to: Simultaneous, Consecutive, Escort, Community, Telephonic and Voiceovers. Interpreter forums may include meetings, conferences, seminars, litigation, briefings, and training. Client consultation and project management services provided for scheduling, assignment and logistical coordination of linguist support.

Unparalleled expertise distinguishes TransPerfect as the leader in providing the highest-quality interpretation services worldwide. We are committed to ensuring that speaking through an interpreter does not reduce the quality of services our clients provide, and that nothing is lost or modified in the process. When it comes to customer satisfaction, our clients can testify to our cooperative, attentive, and outstanding interpretation service, regardless of the subject matter.

Because different situations call for different styles of interpretation, TransPerfect offers three types of interpretation services: simultaneous, consecutive, and over-the-phone.

- **Simultaneous Interpretation** – Most commonly utilized in large conferences and meetings, simultaneous interpretation usually requires special equipment to transmit interpreted speech to a large number of participants. Our state-of-the-art equipment includes wired, wireless, and infrared systems, as well as two- and three-person booths. We have dedicated project managers that tailor our services to meet our clients' specific needs.
- **Consecutive Interpretation** – Ideal for one-on-one conversations and small group meetings, consecutive interpretation is generally bi-directional (i.e. the interpreter waits for the speaker to finish his or her statement before interpreting the language to the other party). No specialized equipment is necessary for this type of assignment.
- **Telephonic or Over-the-Phone Interpretation (OPI)** – In situations when in-person interpretation is not possible, OPI is an excellent alternative. Sophisticated call center technology and highly skilled staff enable us to match qualified, industry-specific interpreters with callers in more than 120 languages within 30 seconds. TransPerfect's call center is staffed with operators, supervisors, managers, interpreter liaisons, scheduling analysts, telecom specialists, and technical engineers— 24 hours per day, 7 days per week, 365 days per year. We are equipped with CTI technology, a Screen Pop, Avaya ACD, and Hewlett-Packard computer equipment. We are also prepared with plans and procedures for disaster recovery, redundancy, and power failures.

TransPerfect's Director of Government Services can work with you to help determine the most appropriate interpretation solution for any given need.

FEDERAL RATES – INTERPRETATION

Class 1 full day \$680.00 / per hour \$85.00

Spanish

Class 2 full day \$760.00 / per hour \$95.00

French German Italian Portuguese Chinese

Class 3 full day \$900.00 / per hour \$112.50

Belorussian Danish Greek Polish Swedish
Bosnian Dutch Haitian Creole Romanian Turkish
Bulgarian Estonian Hungarian Russian Ukrainian
Catalan Finnish Latvian Serbian Uzbek
Croatian Flemish Lithuanian Slovak
Czech Georgian Norwegian Slovene

Class 4 full day \$992.00 / per hour \$124.00

Afrikaans Farsi (Afghani;Iranian) Khmer Nepali Tamil
Akan Fuzhou Korean Nyanja Taiwanese
Albanian Gaelic Kurdish Pashto Telugu
Amharic Gujarati Lao Punjabi Thai
Arabic Hebrew Latin Q’anjob’al Tigrinya
Armenian Hindi Lingala Quechua(K’iche) Trukese
Azerbaijani Hmong Macedonian Romani Tswana
Bengali Icelandic Malagasy Romansch Turkmen
Burmese Indonesian Malay Rundi Urdu
Cambodian Japanese Maltese Samoan Vietnamese
Cantonese Javanese Mam Sinhalese Welsh
Chinese, Simplified Kannada Mandarin Somali Yao
Chinese, Traditional Kazakh Marathi Swahili Yiddish
Dzongkha Khalkha Mongolian Marshallese Tagalog Zulu

***Please note there is a 2 hour minimum for consecutive interpretation services and a 6 hour minimum for simultaneous interpretation services.**

***Please note the hourly rates above do not include equipment fees.**

FEDERAL RATES – OVER THE PHONE INTERPRETATION SERVICES

Class 1 \$1.10 per minute

Spanish

Class 2 \$1.10 per minute

French	German	Italian	Portuguese	Chinese
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Class 3 \$1.10 per minute

Belorussian	Danish	Greek	Polish	Swedish
Bosnian	Dutch	Haitian Creole	Romanian	Turkish
Bulgarian	Estonian	Hungarian	Russian	Ukrainian
Catalan	Finnish	Latvian	Serbian	Uzbek
Croatian	Flemish	Lithuanian	Slovak	
Czech	Georgian	Norwegian	Slovene	

Class 4 1.10 per minute

Afrikaans	Farsi (Afghani;Iranian)	Khmer	Nepali/Nepalese	Tamil
Akan	Fuzhou	Korean	Nyanja	Taiwanese
Albanian (Cham)	Gaelic	Kurdish	Pashto	Telugu
Amharic	Gujarati	Lao	Punjabi	Thai
Arabic	Hebrew	Latin	Q'anjob'al/Kanjobal	Tigrinya
Armenian	Hindi	Lingala	Quechua(K'iche)	Trukese
Azerbaijani	Hmong	Macedonian	Romani/Romanian	Tswana
Bengali	Icelandic	Malagasy	Romansch	Turkmen
Burmese	Indonesian	Malay	Rundi	Twi
Cambodian	Japanese	Maltese	Samoan	Urdu
Cantonese	Javanese	Mam	Sinhalese	Vietnamese
Chinese, Simplified	Kannada	Mandarin	Somali	Welsh
Chinese, Traditional	Kazakh	Marathi	Swahili	Yao
Dzongkha	Khalkha Mongolian	Marshallese	Tagalog	Yiddish & Zulu

382-5 SERVICES FOR THE VISUAL AND HEARING IMPAIRED

Services under this SIN enhance the accessibility and availability of the spoken and written word by those who are visually and/or hearing impaired. Sign **Language** Services include ASL/English, Manually Coded English, Pidgin Signed English (PSE), Contact Sign; International Sign Other services include Closed Captioning, Voice-overs, Textbook or Audio Script Translation, Website (HTML) and Online Document Translation with typesetting services, Telephone Services (TDD and TTY), Close-Captioning, Deaf Interpreting, Tactile, and Cued English Transliteration. Braille, Text Adaptation, and Section 508 Compliant **Language** Services are also provided under this SIN. Products may be offered under this SIN that complement the services outlined to provide a total solution for full accessibility of all forms of communication.

FEDERAL RATES – SIGN LANGUAGE SERVICES

Class 1	\$95.00 per hour
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English	Non-English
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***Please note the hourly rates above do not include equipment fees.**

TYPESETTING AND FORMATTING SERVICES

Our resources are unmatched in the industry—whether we are providing services in character or alphabet-based languages, we deliver electronic files and any requested output to meet tight deadlines and accommodate last minute requests.

Graphics Capabilities

TransPerfect has an in-house desktop publishing department that can work on a Mac or PC platform. Our design and DTP experts have experience in Quark, Illustrator, PageMaker, FrameMaker, Photoshop, and Word. We are able to typeset in virtually any application a client requests, including, but not limited to, Word, PowerPoint, Excel, Publisher, FreeHand, Corel, Interleaf, InDesign, and Visio.

With expertise in all applications, we draw upon our library of fonts in more than 100 languages including Japanese, Russian, Arabic, and Vietnamese. We can typeset complex files in MAC or PC platforms and deliver the kind of electronic files you prefer.

Language Expertise

Our graphic artists, technology specialists, and linguists work together to ensure that the unique requirements of each language are met.

- Different languages have distinct rules regarding hyphenation and word breaks. We apply the appropriate rules for each language.
- We can work with your layout to accommodate expansion or contraction, making it look as if your file were originally typeset in the target language.

FEDERAL RATES – DESKTOP PUBLISHING & FORMATTING

Class 1 per hour \$70.00

Spanish

Class 2 per hour \$70.00

French German Italian Portuguese

Class 3 per hour \$70.00

Belorussian	Danish	Greek	Polish	Swedish
Bosnian	Dutch	Haitian Creole	Romanian	Turkish
Bulgarian	Estonian	Hungarian	Russian	Ukrainian
Catalan	Finnish	Latvian	Serbian	Uzbek
Croatian	Flemish	Lithuanian	Slovak	
Czech	Georgian	Norwegian	Slovene	

Class 4 per hour \$80.00

Afrikaans	Farsi (Afghani;Iranian)	Khmer	Nepali	Tamil
Akan	Fuzhou	Korean	Nyanja	Taiwanese
Albanian	Gaelic	Kurdish	Pashto	Telugu
Amharic	Gujarati	Lao	Punjabi	Thai
Arabic	Hebrew	Latin	Q'anjob'al	Tigrinya
Armenian	Hindi	Lingala	Quechua(K'iche)	Trukese
Azerbaijani	Hmong	Macedonian	Romani	Tswana
Bengali	Icelandic	Malagasy	Romansch	Turkmen
Burmese	Indonesian	Malay	Rundi	Urdu
Cambodian	Japanese	Maltese	Samoan	Vietnamese
Cantonese	Javanese	Mam	Sinhalese	Welsh
Chinese, Simplified	Kannada	Mandarin	Somali	Yao
Chinese, Traditional	Kazakh	Marathi	Swahili	Yiddish
Dzongkha	Khalkha Mongolian	Marshallese	Tagalog	Zulu

TURNAROUND TIMES

Below is a standard delivery schedule for standard translation, editing, and proofreading projects. In cases where the subject matter is highly technical, or when desktop publishing/ formatting is required, additional time will be needed. For specific turnaround time on any project, contact TransPerfect's Director of Government Services at mdonnelly@transperfect.com.

<u>Number of Words in Document</u>	<u>Suggested Turnaround Time (in Business Days)</u>
2,000 or fewer	2 days
2,001 to 4,500	3 days
4,501 to 7,000	4 days
7,001 to 9,500	5 days
9,501 to 10,500	6 days
10,501 or more	7+ days

In the event that a project is needed on a more accelerated turnaround time, TransPerfect customized rush delivery times to help our clients meet the most urgent of needs. For specific turnaround time on any project, contact TransPerfect's Director of Government Services at mdonnelly@transperfect.com.

Rush Premium Rates

# of Words	1 day	2 days	3 days	4 days	5 days
700 or fewer	0%	0%	0%	0%	0%
701 to 2,000	0%	0%	0%	0%	0%
2,001 to 4,500	25%	0%	0%	0%	0%
4,501 to 7,000	50%	25%	0%	0%	0%
7,001 to 9,500	75%	50%	25%	0%	0%
9,501 to 10,500	100%	75%	50%	25%	0%
10,501 or more	n/a	100%	75%	50%	25%

**Above Federal Rush Premium Rates are standardized for translation services (translation, editing, and proofing), if additional services are required (IE: desktop publishing, formatting, or multiple language pairs) rush rates will be negotiated at the Task Order Level. All other services are available at a 50% rush fee.*

SCA Matrix		
SCA Eligible Contract Labor Category	SCA Equivalent Code - Title	WD Number
Foreign Language Translator	30110-Foreign Language Translator	1987-0989
Interpreter (Sign Language)	30130 - Interpreter (Sign Language)	1988-0742

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the identified SCA labor categories are based on the U.S. Department of Labor WD Number identified in the SCA matrix. The prices offered are based on the preponderance of where work is performed and should the Contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.